



Title VI Compliance Review

LIMITED ENGLISH PROFICIENCY PROGRAM



"Delivering Outstanding Services"



Objective

- What To Expect During A Compliance Review
- Do's & Don'ts
- Best Practices in Creating a Title VI Program
- Lessons Learned
- Title VI Program – Internal Updates



FAA is Coming to Visit You

What to Expect





DO's & DON'Ts

- Educate yourself & others
- Use your resources
- Ask for help
- Collaborate with your tenants
- Create your LEP & LAP Plan now
- Training
- Don't panic
- Don't procrastinate
- Don't ignore requests
- Don't think you can wing it...
- Don't stop working on your Title VI program



BEST PRACTICES

- Two Title VI Coordinators (Program Coordinator & Customer Relations Coordinator)
- Airport LEP & LAP Plan
- Website – Dedicated Webpage on Title VI Program (Translated)
<http://www.elpasointernationalairport.com/title-vi-policy.php>
- Unlawful Discrimination poster posted in every concession store, food court area, restaurants on the secure and non-secure side within terminal
- Complaint Form in English and Spanish
- Title VI Binder
- Title VI – LEP incorporated into Customer Service Training as well as stand-alone training
- Buy-in from Tenants (Airlines, Car Rentals, Concessions,)
- Information Desk/Kiosk



2004
Census
Test

United States
Census
2010

LANGUAGE IDENTIFICATION FLASHCARD

☐

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

☐

Խնդրում ենք նշում կատարել այս քանակություն,
եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

☐

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

☐

ឈ្មួញកំពុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

☐

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

☐

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

☐

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

☐

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

☐

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

☐

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

☐

Mark this box if you read or speak English.

11. English

☐

اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.

12. Farsi

DB-3309

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU



LESSONS LEARNED

- Know the LEP customers you serve or **could potentially** serve
Use opportunities to track LEP individuals using your services or programs – find out what the top six most frequently encountered non-English languages and how often
- Educate, Educate, Educate
- FAA is a great resource – Subject Matter Experts (use them)
- Ask for help!
- It's our program – use this approach to create buy-in
- Use Secret Shopper to test your Title VI Program
- Share resources
- Update your Title VI Program
- Time management – program cannot be created in one-day!



The Visit!

- Here to help you approach
- Contact prior to visit
- FAA review team friendly, professional, knowledgeable and ready to provide you with ideas and recommendations
- Teamwork attitude
- Provided reasonable amount of time to submit responsive documents and/or items
- Interviews with tenants
- Provided exit interview/briefing on preliminary findings at the conclusion of visit
- Communication with FAA review team ongoing





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